



Posting Date: 08/01/2022

Ideal Start Date:

As soon as possible

## **Operations & Membership Coordinator**

### *Job Description*

The Maine Osteopathic Association (MOA) has served the osteopathic profession in Maine since 1912 by providing continuing medical education, professional advocacy and member services to practicing DOs and future DOs finishing their education and training programs. The MOA is seeking an Operations & Membership Coordinator to join its staff team.

#### Overview:

This position will provide office management support and coordination of member services as well as assisting the Executive Director in other aspects as needed in service of a multi-faceted, non-profit physician association. Must be a team player, have a high level of customer service skills, and be comfortable in an energetic and changing environment. The successful candidate will have strong oral communication skills, be self-motivated, self-directed and willing to take on new challenges.

#### Duties and Responsibilities:

##### Office Management/Operations

- Answer the phone and address or direct member inquiries as appropriate
- Must be customer-oriented with exemplary customer service skills
- Data entry including entering membership data into an association management system
- Processes mail and correspondence for the organization, prepare bulk mailings
- Order office supplies and organize supply storage
- Basic office management and organization including maintaining a filing system and performing regular cleanup of files as needed
- Assist in planning and preparing for committee and board meetings, attends these meetings as assigned by the Director, records minutes, etc.
- Record keeping & processing of correspondence for all associated chapters and additional organizations under the umbrella of the association (including a PAC, Educational Foundation, etc.)
- Basic bookkeeping duties: Processing of checks/deposits/recording payments/writing checks/providing accurate financial reports to the Director
  - Must be familiar with QuickBooks or have basic bookkeeping knowledge (OR be willing to participate in training)

##### Member Services

- Maintain member records and coordinate member services including those related to association-sponsored insurance programs, preferred business partnerships, annual dues billing, contact with new and established members and assist with member recruitment
- Work with the Director and Membership Committee to refresh and further develop association's suite of membership services
- Keep informed of association activities sufficiently to answer public/member inquiries
- Serve as an ambassador of the organization and resource for members at events as assigned by the Director

#### ***Equal Opportunity Employer***

*Maine Osteopathic Association is a committed Equal Opportunity Employer and recognizes that it is both unlawful and ethically wrong to discriminate in employment, or to harass an employee, because of race, color, religion, sexual orientation, sex, age, national origin, or physical or mental disability.*

29 Association Drive/PO Box 315, Manchester, ME 04351  
Phone: 207-623-1101, Fax: 207-623-4228, [www.mainedo.org](http://www.mainedo.org)

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**Other duties:**

- Assist Director in planning annual continuing medical education conferences and other events for the association, including fundraisers such as: Silent Auctions, Receptions, Fun Runs, golf outings, children's events, etc.
  - Responsible for registration of attendees
  - Produce name tags and attendee materials
  - Assist in recruitment and coordination of sponsors and exhibitors
  - Assist in the execution of two yearly 3-day conferences, including staying on-site at the venue and working nights/weekends as needed (typically in February/June)
- Assist Director with Online CME programs (uploading & managing content, video production and/or editing experience is a plus)
- Assist in design of newsletters, brochures, flyers, digital ads, etc., as assigned
- Assist with maintaining websites, social media pages, etc., as assigned

**Training/Education:** Minimum of a HS diploma/ GED required. Bachelor's degree preferred and/or at least 3 + years of experience in a non-profit or related environment.

**Our ideal candidate would also have:**

- Technology/Software Skills: Proficiency with Microsoft Office (especially Excel, Word, Publisher), familiarity with graphic design programs such as Canva, Website management experience, familiarity or interest in learning social media and other online marketing management tools, Constant Contact or similar marketing software. Quickbooks experience and use of association management/CRM tools a plus (MOA currently uses MemberClicks).
- Some event planning/management experience
- Problem solving skills and creativity are required
- Ability to work on a team as well as initiate and complete independent projects
- Willingness to take on other roles and projects as needs of the association change
- Project management skills and/or the ability to prioritize and manage several projects simultaneously
- Attention to detail and accuracy.
- Strong communication and organizational skills.

**Work Schedule:**

The MOA Office is open Monday- Friday 8:30 am to 4:30 pm. Summer hours Monday-Thursday 8:30AM-4:30PM and Friday 8:30AM-12:00PM are in effect Memorial Day through Labor Day. Most regional holidays are recognized as paid days off. This position would be 35 hrs/week. Some nights and weekends required.

**Compensation:** \$38k-\$42k, commensurate with experience. Inquire for details.

**Benefits:** Health, dental insurance, retirement contributions available/negotiable. Flexible, hybrid work environment (½ work from home, ½ in person at the MOA's Office in Manchester, ME).

**To Apply:**

Interested applicants should send a cover letter, salary requirements and a copy of their resume to [info@mainedo.org](mailto:info@mainedo.org). Applications will be reviewed as they are submitted. Desired start date as soon as possible, preferably on or before September 1<sup>st</sup>, 2022.

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